Paper Reference 20161K

Pearson BTEC Level 3

Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY
(PART A)

January 2021 Series

Maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.

SET TASK BRIEF

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SET TASK BRIEF

Rodri's is a restaurant in Bath. It employs 16 on – site staff plus two external contractors (an Accountant and IT Support).

The restaurant is open Tuesday to Sunday, 6.30 p.m. until 10.30 p.m. It is closed each Monday for stocktaking, deep cleaning and maintenance. The restaurant serves a variety of meals. The restaurant has seating for 60 customers at a time, a bar area, kitchen, administration office and maintenance room.

The staff use a manual system for ordering meals. The Server writes down what each customer has chosen and passes the information to the Host. The Host uses the information to prepare the customer's bill and also gives the information to the kitchen staff so they can prepare the food.

At the end of the evening the total takings are balanced against customer orders.

(continued on the next page)

Set Task Brief. continued.

The restaurant currently has a website that gives details of the restaurant and the menus. The Owner is responsible for the website.

The restaurant IT systems are old and outdated. They need to be updated or new equipment purchased so that it has an efficient IT system to store and manage its information and data requirements.

Rodri's is not a real organisation, but it is representative of this type of facility in the hospitality sector that you might want to investigate as part of your research.